



Influencing & negotiating

Course aim

To encourage Councillors and Officers to further develop their personal and interpersonal communication skills both within the council and with the public.

Influencing

You will have an opportunity to identify your current influencing and negotiating behaviour. You will find out how your style/behaviour affects the people you deal with in the council and in the public domain. You will learn how to adopt a more flexible approach so that you can gain more from every communication you have with other people.

Negotiating

You will be introduced to a Four Phase negotiating model; Prepare; Debate; Propose; Bargain. Each of the phases will be explained and you will be encouraged to relate this learning to the influencing and negotiating situations you come across every day. Emphasis is placed on how to prepare for a successful negotiation using a 5 Step system.

Practice

You will not be asked to 'role play' but you will be given a case study to work through with other councillors/officers. The course ends with practical tips and hints on how to handle difficult negotiators.

Objectives

- Learn a Four Phase negotiating methodology
- Identify and improve personal influencing and negotiating behaviours
- Understand the 5 step system for effective preparation
- Create win/win situations for all parties

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